State of Texas

Department of Information Resources

Texas.gov Services

Exhibit 3.4-A

Reports

DIR-ESS-TGOV-SVCS-254

CCR #	Amendment	Approval Date	Description
CCR-000	N/A		Updates made to align with new MSI contract. Changes include additions, deletions, and changes to reports.

Added:
Monthly Service Level Compliance Report
Key Performance Indicators
Operating Measurements

Removed:
MSI publishes all reports' duplicated text from row 1
Open items by DIR Shared Service Customer (e.g., Incidents, Requests, Problems and Changes)
Resolved Incidents and Closed Changes
Application Monitoring Report
Application Availability Report
CMDB Update Requests
Asset Change Activity Report
Asset inventory and Management
CMDB Logical / Physical inventory Reconciliation Report
Enterprise Change Reports
Application DR Recovery Time Objective (RTO) and Recovery Priority
Equipment DR Priority
DR Test Results
DR Test Schedule
Invoice Dispute Metrics
Charges Forecast Report
Aged A/R Report
CMDB Validation Reports
Variable Charge Trend Reports
Service Level Credit and Earnback Report
Do Not Destroy (DND) Report
Executive Operations Review Report
Average Close Time Trend
Average Resolution Time Trend - Hardware
Average Resolution Time Trend - Non Hardware
Customer Closure Time
Daily Status Report
Distribution of Resolution Time
Incident & Change Dashboard
Incidents Caused by Changes
Incident Upgrade Report
P3/P4 Remedy Incidents
Quarterly Integrity Restore Report
Project and Procurement Status
Open Projects Status Report
Texas Project Delivery Framework
Warranty Services
User Acceptance Testing
Enterprise Projects
Software License Compliance Position Reporting - DCS Customer
Software License Compliance Position Reporting - MSI and SCP
Unauthorized Software Report
Software and Hardware Contracts by DCS Customer by Expiration
Software & Hardware Maintenance/Support Agreements
Monthly Service Request Report
P3/P4 User Requests
Service Request Report
Risk Mgmt Meeting Status Reports
Individual Monthly Reports for Critical Service Levels
Individual Monthly Reports for Key Service Levels
Various Reports and data required to validate SLAs
Monthly SLA Report by DIR Shared Services Customer
Daily Managed Security Service Report
Monthly Security Incident Reports (SIRS)
DCS Portal Access Review Report
Semi-Annual Privileged ID Report
Technical Recovery Guides
Service Management Manual Status Updates and Review
Customer Satisfaction Survey Report
Customer Satisfaction Improvement Plan
Service Desk Management Reporting
Action Plan for Suggested Improvements to Successful Respondent's Service
Operations Documentation
Training for Successful Respondent Personnel
Application Productivity

Revised:
Monthly Service Provider Scorecard

Asset inventory Summary Reports
Capacity Management Report
Availabilty Management Report
All Open Changes - DIR Shared Service Customer
DIR Shared Service DIR Invoice
HUB Spend Report
Invoice Detail Reports
Texas.gov Financial Report
Monthly Incident Management Report
Enterprise Event Management Report
RCA Report
Problem Management Report
Software Installs and Upgrades Applied
Monthly Security Status Review
Monthly On-boarding/Off-boarding Report
Access Management Report
Security Initiative Reports
Portal Customer Satisfaction Feedback Submissions
DIR Board Report
Monthly Operations Statistics Dashboard - DCS, MAS, MSS, Texas.gov
Accessibility Scan Results
Marketing analytics Report
Constituent Help Desk Management Reporting

Overview

This Exhibit contains a summary description of the format, content, and frequency of key reports required by DIR and Customer. NOTE: The reports listed under the following Report Categories apply to all Service Components: Scorecard; Finance; CMDB/Software Reports; SLAs; and, Strategic.

Column Name	Column Description
Contract Reference	MSA reference, if applicable
Report Category	Functional Category
Report ID	Identification title of the report, if applicable
Report Name	Name of report
Description	Short description of the report and report content
Milestone Deliverable Date (if other than Commencement)	The milestone deliverable date for each report
Frequency	How often the report is distributed.
Recipient	DIR or DIR Customer for whom report is created.
Report Location	Where the report is published (i.e., Portal, etc…)
Report Generator Tool	Tool from which the Service Provider creates the report
New or Existing Report	If the report is currently provided by the Existing or being requested New
Report Data and Creation	Each column indicates which Service Component Provider provides the data for the report and which Service Component Provider creates the report.

											Report Data and Creation Column indicates who: (C) creates report for publication, (D) provides data to MSI. The MSI publishes all reports including but not limited to reports considered Operational Reports, reports required by SMMs, reports with approved Stories and reports required in MSI and SCP Contract documents. DIR in its sole discretion may approve reports be published by another party.	
Contract Reference	**Report Category**	**Report ID**	**Report Name**	**Description**	**Milestone Deliverable Date (if other than Commencement)**	**Frequency**	**Recipient**	**Report Location**	**Report Generator Tool**	**Existing or New Report**	**MSI**	**Texas.gov Services**
	Scorecard											
		DCS-OPS-SCD01	Monthly Service Provider Scorecard	Service Delivery Solution Group approved Customer Scorecard of Vendor's Performance.		Monthly	DIR, Customer	Web Portal	ServiceNow	Modification of Existing	**C,D**	D
	CMDB / Asset Reports											
			Asset inventory Summary Reports	Provide integrated Asset Inventory reports in a formats agreed with DIR at various aggregated levels by Customer, STC MSI and Third Party Vendor that, at a minimum, includes: Provides statistics, lists and charts illustrating the assets in the STC supported environment. Provides a summary with drill-down details of all assets. Provides DQM reconciliation summary and detail reports with the inputs, processing and outputs from the DQM reconciliation process Provides reports on Incidents, Problems and Changes by asset.		Weekly	DIR	Web Portal	ServiceNow	New	**C, D**	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services
	Capacity Reports											
			Capacity Management Report	Publish regular Capacity Management reports to Customers, which at a minimum will include current/recent utilization (and trends) compared to normal utilization, Service Levels, and previously identified baselines. Produce monthly reports on the current usage of resources, trends and forecasts and exceptions, in a format agreed to by DIR, that at a minimum includes the following: enabling visibility into the overall service health performance and trends based on utilization, availability, and technology currency Visibility into capacity-related Incidents and Problems.		Monthly	DIR, Customer	Web Portal	ServiceNow	New	**C, D**	D
			Digital Availability Plan	Provide a monthly report in a format agreed upon with DIR that, at a minimum, includes the following: Compare performance and Availability statistics for each Application/environment with planned performance and Availability. Provide a list of all Outages by DIR Customer, linked to an Incident, including the date and time the Outage commenced, its duration, and the affected infrastructure and Applications. Provide trend analysis of the performance for each Application and Environment during the thirteen (13) most recent months Report on proposed preventative maintenance activities. Provide DIR with recommendations of preventative maintenance options. Provide regular reporting with respect to the following measures for all services and components for both current reporting period and trend over the prior twenty-four (24) months, and make available through the Portal: Number and impact of instances of unavailability. Mean time to restore. Mean time between Service/System Incidents. Mean time between failure. Cost and impact of unavailability. Provide regular reporting on the Availability of Service Management Systems (e.g. Incident Management, Request Management, Capacity Management) and the impact on Service Provider(s) ability to provide Services.		Monthly	DIR, Customer	Web Portal	ServiceNow	New	**C,D**	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services
	Change Management											
MSI 2.1/A.1.4.5		DCS-OPS-CHG01	All Open Changes at Customer and Enterprise Levels	Report all Open changes, high risk, past Due, three month look ahead. Includes at a minimum a breakdown of metrics by type, category, priority, effected service or system, and success/failure. Provide integrated CAB reports containing all changes (both digitally and traditionally managed) in a formats agreed with DIR that, at a minimum, includes: The status of all Changes active at the beginning of the week and all Changes raised during the week. The Changes to be implemented the following week. The Changes submitted for approval. Change Advisory Board method used for review and approval (e.g., digital CAB, traditional meeting) Provide statistical reporting on change activity to DIR as requested. Maintain a list of changes reclassified as standard and associated justification. This report will offer filtered visibility to allow a Customer-specific view or an Enterprise view based on organizational role.		Daily/ Monthly	DIR, Customer	Web Portal	ServiceNow	Modification of Existing	**C,D**	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services
	Finance											
		DCS-OPS-FIN01	DIR Shared Service DIR Invoice	DIR Invoice.		Monthly	DIR, Finance	Email, Web Portal	ITFM	Existing	**C,D**	D
		DCS-OPS-FIN03	HUB Spend Report	Tracks spending by Service Provider with HUB-qualified subcontractors.		Monthly	DIR, Finance and DIR HUB Coordinator	Web Portal in a downloadable format	Excel	Existing	**C,D**	D
		DCS-OPS-FIN05	Invoice Detail Reports	Various detail supporting the Service Provider Invoice for Services (various CMDB extracts; PPA detail; and HSC details).		Monthly	DIR, Finance	Web Portal in a downloadable format	ITFM	Existing	**C,D**	D
			Texas.gov Financial Report	Financial reporting (includes # of transactions, dollars received, agency, application, instance, state/local dollars, online fees received) for both online and offline.		Monthly	DIR, Customer	Web portal	ITFM	New	**C, D**	D
	Incident											
			Monthly Incident Management Report	Key issues relating to Incident Management processes. Number of Incidents during the month, grouped by severity, service, agency, region, classification or other criteria as appropriate. List of Incidents, short description, reference number, and a shortcut to detailed description. Detailed description, including timing of activities. Links to Problems and Known Errors. Trend analysis of the Incidents reported during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR and Customers, which include: The number of Incidents. Sources of the Incidents. Frequency regarding the types or categories of Incidents. The duration of open Incident (average and quantities by age). Number and percentage of Incidents Resolved upon first contact. Trending metrics in terms of MTTRS (mean time to restore service) by category, priority and by service or SLA. Number and percentage of SLA impacting Incidents. Number and percentage of Incidents (by category, priority,		Monthly	DIR, Customer	Web portal	ServiceNow	New	**C, D**	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services
				service and SLA) that were handled within the SLA targets. Number and percentage of Incidents (by category, priority, service and SLA) reopened. Number and percentage of Incidents (by category, priority, service and SLA) reoccurring. Number and percentage of Incidents that have resulted in the creation of problem records. Percentage (by category, type and priority) of Incidents that were resolved by use of an Incident Model; Number and percentage of Incidents escalated by organization, category, priority and Service. The association of Incidents by cause and resolution by Service Component. Other pertinent information regarding Incident Resolution, including Service Level measurement reporting.								

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services
			Enterprise Event Management Report	Provides statistics, lists and charts illustrating the Events collected in the STC supported environment including the number of, source, destination and type of event. Provides reports on Incidents and Problems initiated by the Enterprise Event Management system with trends over the past 13 months. Number of events per CIs. Number of occasions when an event is collected and can't be matched with a CI Summary and details of events which resulted in an automated correction made to remediate errors. Statistical information about the number of, source, destination and type of event.		Weekly	DIR	Web Portal	ServiceNow	New Report	**C, D**	D
	RCA											
MSI 2.1/A.1.3.3		DCS-OPS-RCA01	RCA Report	Summary RCA Tracking Report.		Weekly	DIR, Customer	Web Portal	ServiceNow	Existing	**C,D**	D
MSI 2.1/A.1.3.4 MSI 2.1/A.1.3.6		DCS-OPS-RCA02	Problem Management Report	Percentage and number of Problems in total and grouped by category, priority, severity, status, DCS Customer, system/component, region, classification or other criteria as appropriate. Report to include: Statistics on total numbers of Problems. Logged (by requestor, site, category, summary, detail) Outstanding (by assigned group, assigned manager, assigned owner, category, site, status, summary, detail, aging timeframe) Completed (by assigned group, assigned manager, assigned owner, category, site, status, summary, detail, resolution timeframe, within target timeframe, outside of target timeframe). Repeat Problems. SLA Performance. Problem trends and analysis. The percentage and number of Problems and Corrective Actions in total and grouped by category, priority, severity, status, Customer, system/component, region, classification or other criteria as appropriate. Information regarding Major Problem Reviews, including all details set out above. Information regarding Problem analyses and RCAs conducted in the previous period. Problem trend analysis findings.		Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	**C,D**	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services
				Information regarding new Known Error records and/or workarounds added to the Known Error Database / Knowledge Database (including number, category, priority, etc.). Details on the use and utility of the Known Error Database / Knowledge Database. Details regarding open Problem / Known Error, including identification number, description, status, date/time of record open, status description, etc. Results of reviews of Incidents to identify recurring Incidents and associated Problems. Tracking information as to escalations, contacts, follow-ups and commitments. Tracking information as to requests from DIR and Customers' to initiate Problem Management. Any issues relating to the Problem Management process, such as any information that may improve or facilitate a better Problem Management process, including decisions to be made by DIR and Service Provider. Trend analysis of Problems reported during the thirteen (13) most recent months.								
	CMDB / Software Reports											
MSI 2.1 A.3.8.1		DCS-OPS-SOFTW01	Software Installs and Upgrades Applied	Understand what changes have been made to H/W from a Software perspective. Provide a list of installs and upgrades that have been performed and the H/W those installs and upgrades were made upon.		Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	**C,D**	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report		MSI	Texas.gov Services
	Performance Model												
			Monthly Service Level Compliance Report	The published compliance report will capture all service level data, including all Key Measures and Critical Service Levels, and it will be viewable at both the Enterprise and Customer level.		Monthly	DIR	Web Portal	ServiceNow	Existing		**C,D**	D
			Key Performance Indicators	Aggregation of Operating Measurements which represent the health of the Shared Services Program.		Monthly	DIR	Web Portal	ServiceNow	New		**C,D**	D
			Operating Measurements	Set of metrics that support business and strategic objectives		Monthly	DIR	Web Portal	ServiceNow	New		**C,D**	D
	Security												
MSI 2.1/A.2.6.1 MSI 2.1/A.2.6.2 MSI 2.1/A.2.6.4 MSI 2.1/A.2.6.5 MSI 2.1/A.2.6.6		DCS-OPS-SEC03	Monthly Security Status Review	Roll-up of multiple sources: Monthly Security Updates Monthly Mainframe Security Services Monthly Identity and Access Management Services status report Monthly Background Checks TDCJ and DFPS status report Monthly Documentation and Process status reports (PPM updates, ISeC updates, etc.) Monthly ISeC status reports (number of exceptions, number pending, DCSCustomer issues with ISeC implementation (delays in implementation, DCS Customer failure to submit exceptions, etc.) Monthly Antivirus/Malware status report Monthly Security Reports information derived from ISS Security Services		Monthly	DIR	Web Portal	Powerpoint	Existing		**C,D**	D
		DCS-OPS-SEC09	Monthly On-boarding/Off-boarding Report	Identify new personnel on-boarded and off-boarded personnel.		Monthly	DIR	Web Portal	ServiceNow	Existing		**C,D**	D
			Access Management Report	Report on all Access Requests and their status, access rights granted or removed, approver and dates of the request lifecycle.		Quarterly	DIR, Customer	Web Portal	ServiceNow	New		**C, D**	D
			Security Initiative Reports	Current status reports of any security initiatives. Criteria dependent on the initiative		Weekly	DIR	Web Portal	ServiceNow	New		**C, D**	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report		MSI	Texas.gov Services
	Other												
		DCS-OPS-OTHR07	Portal Customer Satisfaction Feedback Submissions	Report of all customer feedback portal submissions, actions identified and tracked.		Monthly	DIR	Email	ServiceNow	New		**C,D**	D
	Executive & Leadership												
			DIR Board Report	Executive level Report on metrics and statistics for all Shared Services Programs - DCS, MSS, MAS, Texas.gov		Quarterly, As Needed	DIR	Email	ServiceNow	New		C,D	D
			Monthly Operations Statistics Dashboard - DCS, MAS, MSS, Texas.gov	Dashboard report showing operational statistics for Shared Services Programs. Report to include, but not limited to, SLA results, Scorecard results, HW currency, SW currency and forecast, Operational statistics.		Monthly	DIR	Email	ServiceNow	New		C,D	D
			Accessibility Scan Results	Monthly report showing the results of scans for compliance with DIR's accessibility standards. Includes internal and external portals and common check-out page.		Monthly	DIR	Web Portal	TBD	New			C, D
			Marketing analytics report	Include hosted portals metrics, constituent satisfaction survey results, constituent facing marketing analytics and trends, social media reporting, etc. Includes external portal, metrics and survey results as appropriate.		Monthly	DIR	Web Portal	TBD	New			C, D
			Constituent Help Desk Management Reporting	Key issues relating to Help Desk processes, improvements, script development. Status as to Help Desk staffing, training, and authorization. Integration activities and issues with other Help Desks belonging to DIR, Customers and other Service Component Providers as directed by DIR. Trend analysis during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR, to at least include: Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise; Number of calls abandoned, average call duration, average time to answer, average time to abandon; Number and percentage of Contacts resolved; Other pertinent information regarding Help Desk operation and performance.		Monthly	DIR	Web Portal	ServiceNow	New		**C,D**	D